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Fast

July/August 1997

FACILITIES and SECURITY TIMES

DDA Calder Talks Cents at OFSS Conference

Richard Calder, Deputy Director for Administration (DDA), provided an excellent description of the DA's transformation into the business world and his expectation that the Directorate will be the Agency's and Community's "provider of choice" in the 21st century. He reiterated many of the points he had made previously in his series of Town Meetings as he described his vision of the new business model, why we are moving in that direction, and the effect on DA employees.

Using an excerpt from the Danny DeVito/Gregory Peck movie "Other People's Money" as an effective method of emphasizing his topic, Mr. Calder pointed out that staying in a comfortable and familiar environment does not always serve people in the best way. We can't ignore the fact that the ways of doing business are changing; the status quo no longer applies. We can't dwell in the past, but must look to the future.

(This is **UNCLASSIFIED**)



Contents

Focus on	2
Transportation Committee	3
Admin Committee	4
Food Committee	5
Social & Bar Committees	6
Trophy	7
Group Presentations	8
Collage	10-11
Spotlight	12
OFSS Profile	14
Kudos Korner	14
Promotions	15
Awards	16
HROC	18
Transfers	19

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Focus on . . .

Escape From the Box—The Wonder of Human Potential

by [redacted] (b)(3)

The audience was hushed, intently listening to the words of the speaker. Grimaces of shared pain were evident on their faces as they sat, held captive by the voice of the man for whom captivity was no stranger. Colonel [redacted] spent 2,420 days as a Prisoner of War in North Viet Nam, and he was describing one of the many days he spent in solitary confinement nursing a body that was battered and bruised, trying to lift a flagging spirit, hoping only for survival. Although his body was locked up, his mind was free and he had pride in knowing that he was doing the best he could every day. As we sang "God Bless America," tears welled and hearts swelled, for we also felt that pride.

Recounting horror stories from the past was not what this speech was about. The stories were used as examples of how to escape the box in which we place ourselves by simply failing to realize our own potential. Colonel [redacted] believes no matter the rewards we have received, we will never achieve our full potential as human beings. Human potential is nothing more than a state of mind that is controlled by two things: what you think you can do, and how hard you are willing to work to accomplish that goal. If we took the time to review all we have done in our lives, we would realize we could have done better with a tiny bit more effort. We have an opportunity to excel every day, and in order to do that we must: (1) **Have a positive attitude.** A positive attitude

is infectious—spread it around and people working with you will catch it! (2) **Compete.** Competition gives life direction and makes life productive. Set goals. You can make no progress toward your goal unless you are willing to change. (3) **Maintain your mental potential.** A short time after he was captured, Colonel [redacted] learned the universal tap code and this became his method of communication with other POWs. This was a very abbreviated code, but hours and days were needed to exchange messages. They had church services, told jokes, memorized long poems, sang songs, and did everything possible to keep their minds active. He learned to speak Spanish, one tap at a time, and went on to teach 35 others by the same method. After his release, he was able to pass the college exam without ever taking a course. That's mental potential! The application of these three lessons became his life's

philosophy and were the basis for his leadership style when he returned to the United States.

Colonel [redacted] pointed out that he doesn't teach Total Quality Management (TQM)—someone else invented that. He teaches similar concepts called leadership and common sense. His basic TQM type tenets are:

- Continuous improvement!
- Listen to the people in the trenches. Don't practice the "sit down, shut up, and do what you're told" method. Allow them to think and then know what they think.
- Accountability—Take responsibility.
- Cultural change - Not a behavioral change but an attitudinal change. This comes by giving guidance and helping people see the advantages of doing things better, quicker, and smarter.

Colonel [redacted]

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TQM is not a program with a start and finish. It must become a way of life.

Coming back to attitude, the Colonel elaborated on the **PRICE** to change your attitude:

Pride—Doing the right thing and doing it for ourselves rather than for rewards.

Responsibility—Take charge of your piece of the world and improve it.

Innovation—If you don't like the results you're getting, invent a better, smarter, simpler way.

Courage—The basis for confidence to try new procedures.

Enthusiasm—Be committed to your goal and your attitude and your outlook will affect those around you.

Come on, Step Out of **Your** Box.

—(tap, tap, tap) GBU and GBA

(This article is **UNCLASSIFIED**)

Transportation Committee— Where Are We?

by [REDACTED]

"Anyone need the shuttle?"

"Where do you need to go?"

[REDACTED]
Sure, I can take you there. Do either of you know how to get to [REDACTED] I've never been there. OK, let's go."

Imagine yourself driving an oversized 15-passenger van in the middle of nowhere at 10 o'clock at night, in an area where NO ONE knows their way around, and the conversation goes something like this. "OK, according to the map, [REDACTED] is over here in this area."

"At the stop sign, instead of turning right you go straight."

"OK"

"Where are the street signs?"

"Does any of this look familiar?"

"No. I think it's time to turn around."



"OH! there's the sign. You can only see it after turning around!"

Mission accomplished! At approximately 10:45 p.m. one passenger is dropped off at the front door of [REDACTED] and only one more passenger to go.

NOTE: Next conference bring compass, detailed map and night vision goggles!!

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Admin Committee Report

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Well, the big day was finally here. After months of planning, numerous meetings, and lots of Lotus Notes and phone calls, we would finally reap the reward - the Third Annual OFSS Offsite.

Day One began with check-in. The Committee anxiously awaited for the buses to arrive. We were all set up with our boxes of folders, room assignment lists, and T-shirts. Although dialogue was at a minimum, "your last name, what size T-shirt would you like, and here's your folder with the three-day itinerary," I would have to say things got off to a very good start. It was good to see people mingling, lots of smiles and many stretching from the bus ride. After people were settled in their rooms, dinner was served at the pavilion. I can say one thing, we didn't have to worry about anyone going hungry while at the conference. Plenty of food!! But, the food gave the energy that was needed for the social. How does that saying go, "It takes energy to expend energy?"

Check-in was the major task that faced the Administration Committee on Day One. Afterwards, we checked in with the other committees to ensure things were going well with them and to offer help where needed. We also verified activities for the next morning and afternoon. Always had to be one step ahead, lest we fall very far behind.

Day Two brought the first full day of activities. Does everyone know where to get breakfast? Do they know where the Admin Building is? Do we have the items needed for the speeches this morning? Microphone? Overhead projector? Everything went off without a

afternoon, things were being lined up for the last day of the conference. Each Group had their presentations lined up with any additional props needed to assist them in getting their message across to the audience. Everything was still going very smoothly.

Well, the games are over, everyone's eaten, and we're off to the social once again. For the third year in a row, there was a great turnout for the evening activities. Everyone seems to be having a great time, and it looks like we've adopted "Y-M-C-A (O-F-S-S)" as our official song.

Day Three - Not quite as intense as Day Two.

Check in

Breakfast? Who needs

hitch. Now it was time for lunch. Let's take this time to double check the playing fields for the games, make sure the cherry picker is there for the pictures, WHAT?! What do you mean it looks like it's going to rain. But it can't RAIN!! That weather man has no idea what he's talking about. But, yes indeed, we got rain. What is plan B? No plan B. Okay, no problem, we just start praying. Luckily it cleared up soon after we finished the remaining indoor activities. Off to the playing field. All right guys, the sooner we get this picture taken, the sooner we can start the games. One, two, three - Say cheese! Not much intervention from the Admin Committee once the games were started. The Recreation Committee did an outstanding job organizing the whole afternoon. By the end of the

breakfast? Don't they know that sleep is the most important "meal" of the day? Well, let's get these presentations going. Not too many last-minute details. Just make sure everyone is checked out by the morning break. I think we can handle it. Well, it's time to present the trophy. The Front Office/APC won the championship. No, it can't be. Didn't they barely score a run in softball last year? Are you *sure* it wasn't another group? I guess this is a conference that won't quickly be forgotten. Well, for some it may not come soon enough. Everyone has eaten lunch and the buses are here. Aaalll Abooaarrd. One more year, one more conference. I guess we can now say "Been there, Done that, Got the T-shirt!"

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Official Food Committee Report

(as opposed to the unofficial report previously provided to the National Security Council)

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by [] Chairperson

Sighhhh....well the last crab leg has been eaten, all the hot dogs and hamburgers are digested, the snacks, and danishes—all gone. The 1997 Food Committee is now officially defunct. We, as a committee, are undergoing a condition to which numerous doctors (namely psychiatrists) refer to as “offsite withdrawal.” We see a piece of food and want to ask, “How does it taste?” We politely stop people on the street and request to take their badge number. Do you like hot food or cold? Coffee, tea, lemonade, water? Someone, please stop this madness!

Seriously, the Food Committee provided stalwart assistance both prior to and throughout the entirety of the offsite. There was much information initially to digest (forgive the pun) and later provide to [] Food Services. The offsite provided each of the committee members the opportunity to get to know each other, work together, and create a smooth-running and efficient operation. As the committee chair, I want to recognize and thank each of the members: []

FMG; [] as well as committee chair alumnus [] [] FMG; for their time, effort, and dedication (I sound like a commercial for P&PG). I’d also like to thank [] Food Service Manager and all the cooks and food service personnel [] without whom no one (well [] and [] probably could have eaten) would have eaten even one scallop or grilled piece of tuna!

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Thanks to all for the food and non-alcoholic drink memories (for alcoholic drink memories, see the Bar Committee report) and let’s look

forward to OFSS Offsite 1998! Sighhhhhh.

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And The Beat Goes On

by (b)(3) Social
Chairperson (b)(6)

The Social Committee for the 1997 OFSS conference was in rare form this year. The club was decked out with red, white and blue streamers, balloons and stars. Dancing, fun and laughter were the order of the evenings. The mixer game was a hit again. Not to be left out of the festivities, the "Not Yet Ready For Prime Time" players gave us a rousing rendition of YMCA, dubbing the letters OFSS. It was great fun and well received. It was gratifying to see all of the attendees getting to know each other and having a good time together. We "rumbled" and "shouted" and did the "mac-arena." A good time was had by all.

(This article is **UNCLASSIFIED**)

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Bar Committee Report

by (b)(3) Chairperson

LAST CALL!!! The Bar Committee would like to thank everyone for their patronage at the two nights of social activities during the recent OFSS Conference. I would like to thank the committee members,

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(b)(6) (b)(3) for the hard
work and long hours at the bar, and
(b)(3) especially (b)(6) for her preconfer-
(b)(6) ence work organizing me and the
bar. The bar did well in sales, tips,
(b)(3) and the take from the new bar
(b)(6) game, all of which goes toward our
next function. The bar game paid
several winners, including (b)(3)
with the best balancing act, but
(b)(3) (b)(6) was the big winner, hitting
(b)(6) the shot glass three out of five
times. Once again thanks to every
one for making it work. (b)(3)

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Front Office Takes Home the Trophy!

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by Recreation
Chairperson

The 1997 OFSS Conference Volleyball and Softball Tournament was a success. A rain delay, thunder, and a few bolts of lightning didn't stop the athletes of OFSS from giving it their best. The Front Office emerged victorious and the tournament trophy is now proudly displayed in the Front Office area—not too far from view!

The atmosphere was full of anticipation and many referred to the tournament as "the games." The tournament began immediately following the conference group picture on the field located behind

Due to the amount of time allocated for the tournament, the volleyball and softball competitions were held simultaneously.

The reigning champions, the Printing & Photography Group (P&PG), were eliminated in the first round of the volleyball competition by the Facilities Management Group (FMG). FMG struggled to stay alive throughout the competition but were finally defeated by the Front Office in the championship volleyball game by a score of 15 to 8.

The softball competition began with the Security Services Group defeating the Protective Services Group in the first game. In the second game, P&PG eliminated FMG and went on to defeat the Front Office. P&PG emerged as the softball champs but the early volleyball loss to FMG stood in the

way of P&PG taking the trophy home for the third year in a row.

Although the competition was fierce, fun was had by all. Congratulations to the Front Office!

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Quick Quote

While it's important to win,
it's imperative to compete.

—Dave Weinbaum

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Group Presentations

On the final day of the conference, each Group gave a brief skit or media presentation of the roles their office plays in the Office of Facilities and Security Services. A sampling of their efforts follows.

The **Protective Services Group** (PSG) presentation depicted a roll call setting at the beginning of a Security Protective Services shift. As the Regional Commander reads down the list of requirements for that shift, the officers present were given varied and numerous taskings. The taskings included: The First Annual Bring Your Foreign National Neighbor to Work Day, The SIS Dance Marathon and Pie Eating Contest, a Clogged Toilet, Diversity Training, Weapons Working Group, Watchstander Program, Agriculture Awards, Vehicle Lock-Out, Obligatory K-9 Appearance, Obligatory Handler Appearance, OFSS Offsite, Medical Emergency, [REDACTED] Report Writing, PSG Staff Meeting, and Protective Operations Cadre. By the end of Roll Call, the Regional Commander is the only one left on stage as everyone else has been obligated to perform other tasks. For a copy of the script, please send \$.05 (to cover WCF copier costs) and a self-addressed, stamped envelope.

What is Facilities Management Group (FMG)? They are our electric company, our gas and oil company, our landlord, our food service provider, our trash removal company, and our special functions coordinator. They are our parking provider, our grounds

keeper, our space designer, our construction crew, and our support to overseas stations. Is that all? Counted among FMG's many achievements this year are:

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Family Feud was the backdrop for **Security Services Group's** (SSG) presentation at the OFSS offsite. The families represented were the "Ready Family" with Make, (b)(3) Almost, All, Always, Never and Ever as the participants and the "Here Family" with Over, All, Always, Never, Sometimes and Not the participants. Participants were comprised of personnel from Operations Division, Engineering Division, and the Area Security Officers program who were responsible for providing the answers to the following five

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questions: (1) Name five [] initiatives. (2) []
[] (3) What are [] three most popular classes? (4) Name four reasons why we do meet and assist. (5) Who do we meet and assist? The presentation was meant to provide the audience with some exposure to [] personnel as well as some of [] business areas. Should you have any specific questions relating to [] business areas, please feel free to call [] Executive Officer []

Although we are faced with challenging times, **Printing and Photography Group's (P&PG)** presentation entitled "Remaining Customer Focused in an Unfocused Environment" brought to light OFSS's greatest asset, its customers. P&PG explained how they are using different avenues to market their products and services to their customers. From brochures to newsletters to homepages, P&PG explained why it was important to reach the customer and understand their needs. The presentation gave

the conference attendees a lot of great ideas that could help them to better market their services to components outside of OFSS. For more information on how P&PG can assist you in marketing your services, call their Customer Liaison Officer []

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Spotlight

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OFSS Profile—

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Current Assignment: On temporary rotation with Facilities Management Group's (FMG) [redacted] until October 1997.

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Years in Agency/Assignments: I will be with the Agency eleven years as of 22 September. I am currently assigned with FMG Operations and Services Division, Operations and Engineering Branch (May 1996 to present). I serve as a COTR and recently became the Facility Maintenance Officer (FMO) for the electrical shop at Headquarters [redacted] (b)(3)

[redacted] and with the Office of Communications (September 1986–December 1988).

Most Helpful Colleagues

They helped in making my

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transition from Security Services Group to FMG a smooth one. They welcomed and took me in under their wings, while showing me the ropes of the office. Finally, a special thanks to everyone in OEB and [redacted] for their daily assistance.

Favorite Non-Office

Activities: Going to the beach and looking for sharks teeth at Calvert Cliffs, coin collecting, and swimming.

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Personal Data: As of June 30th, I have been married for six months.

Comments to Colleagues: I really enjoy working for FMG and OFSS.

I have a great assignment and great fortune in working with excellent people.

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Kudos Korner

P&PG Design and Presentation Studio received a Note of Appreciation from ADCI George Tenet thanking them for the exceptional service and outstanding work regularly provided to a host of Agency customers, including the ADCI Town Meeting on Security Enhancement.

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[redacted] received a Letter of Appreciation from Rudolph Waddy, National Archives and

Records Administration, for his contribution to the External Referral Working Group Standards Team, which is part of the Intelligence Community Declassification Program.

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Letter of Appreciation thanking [redacted] FMG, for his recent

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remodeling of some [redacted] space in OHB.

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[redacted] Deputy Director of Personnel Security (OPS) sent Letters of Appreciation to **John** (b)(3) (b)(6) PSG,

thanking them for their recent support to the OPS Polygraph Division

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Promotions

GS-11 to GS-12

FMG [redacted]

[redacted]

P&PG [redacted]

[redacted]

PSG [redacted]

[redacted]

[redacted]

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OFSS Newsletter

Send articles for inclusion in FAST to:

OFSS [redacted] Editor-in-Chief

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Awards

Employee	Recognition	From	
(PSG/SPS)	EPA	DCI/SS	(b)(3)
(PSG/SPS)	Two EPAs	PSG	(b)(6)
(PSG/SPS)	EPA	PSG	
(PSG)	EPA	DCI/SS	
(P&PG)	EPA	C/P&PG	
(P&PG)	EPA	C/P&PG	
(P&PG)	EPA	C/P&PG	
(P&PG)	EPA	C/P&PG	
(P&PG)	EPA	C/P&PG	
(P&PG)	EPA	C/P&PG	
	EPA	OIT	
	EPA	FMG, [redacted] ogs	(b)(1)
(FMG)	EPA	FMG, [redacted] ogs	(b)(3)
(FMG)	EPA	FMG, [redacted] ogs	
(former FMG/HR)	EPA	EXO/HRS	
	EPA	DI/MPSS	
Alma [redacted] (OFSS/FO)	EPA	D/OFSS	

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Human Resources Oversight Council (HROC)

by OFSS/HR Staff

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Transfers

Name

From

EXO/ISS

DA/OIT

DI

DO/MSP

SCS

SCS

EXO/Trng

OFSS

To

DO

DCI/IG

FMG/CD

FMG/MS/CB

OIT

OFL/FSD

DST/ODE

OSIA

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Calendar

1997

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
August					1	2
3	4	5	6	7 Promotion Ceremony GS-0 - GS-10 GS-10 - GS-11 (0800 Hrs)	8	9
10	11	12	13	14	15	16
17	18	19	20	21 \$	22	23
24	25	26	27	28	29	30
31						

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Other Information:**CUT OFF DATES:**

1 August – Procurement of commercial items, PCWARE procurements, and

requests to deobligate funds under an existing contract

14 August – GS-12 PARs due in OFSS.

16 August – Date for COs and Budget Officers to commit FY-97 procurement funds in AFMS.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
September	1 HOLIDAY Labor Day	2	3	4 \$	5 8:30 – DDA Bimonthly 10:30 – DDA Town Meeting	6
7	8	9	10	11	12	13
14	15	16	17 Analytical Risk Management	18 \$	19	20
21	22	23 All In A Day's Work (at [])	24	25 Promotion Ceremony GS-14 – GS-15 (0800 Hrs)	26	27
28	29	30				

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Other Information:**CUT OFF DATES:**

12 September - Enter a FY-97 contract action into CONIF or CLASS (i.e., LAST DAY TO BUY!)

13 September - Deletion by Comptroller of all monies committed but not obligated.

15 September - SIS and GS-11 PARs due in OFSS

17 September - CIA Retiree Day

18 September - CIA Employee Day

20 September - CIA Family Day

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